

The Influence of Motivation and Work Environment on Employee Performance at PT. Sumber Data Indonesia South Jakarta

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ABSTRACT

This research investigates the outcomes of motivation and work environment on employee performance at PT Sumber Data Indonesia in South Jakarta. A quantitative approach was employed, utilising the Slovin formula for sampling, which yielded a sample size of 86 individuals. The data analysis encompassed validity testing, reliability assessment, classical hypothesis testing, regression analysis, correlation coefficients, coefficients of determination, and hypothesis evaluation. The study's results indicated that motivation had a considerable impact on employee performance, evidenced by a coefficient of determination of 49.2%. The hypothesis testing demonstrated that the t-statistic surpassed the crucial t-value ($9.019 > 1.989$).

INTRODUCTION

With the advancement of the globalization period, entrepreneurs are competing to advance their business activities. Diverse enterprises emerge and thrive to deliver optimal services to the community. In the face of intensifying commercial competition, organisations must execute all operational tasks with effectiveness and efficiency to ensure their survival. In the era of global trade, what is available is "Global Product", namely product competition that both want to be the choice of consumers, then they compete freely in designing and marketing them to consumers, and now it has begun to appear in our market. At this time, a market has been formed called the "Emerging Global Market", namely the availability of a market that provides products and services quickly and market conditions are no longer uncertain, sellers and buyers must meet in sales transactions, then product providers tend to increase quality even in limited conditions. In conditions like this, it is a challenge for domestic producers to create goods, package products and how these products are accepted and become the choice of consumers is the answer to the ability to compete in facing free market competition. All of this can be faced if the company or producer can achieve competition so that consumers will not switch, and are able to read various conditions. competition that will occur as a consequence if you want to survive in the globalization era. Therefore, competent human resources are needed to support the company's growth.

Human Resource Management include the planning, organising, coordinating, implementing, and supervising of the acquisition, development, compensation, integration, maintenance, and separation of personnel to attain organisational objectives. Human resource management is the strategic administration and optimal utilization of human resources in the workplace to achieve organizational objectives and promote individual employee development. Work motivation needs to be understood by all employees, the direction and perseverance of each individual to achieve individual goals and motivation that encourages employees to be more productive in carrying out daily tasks or work in an organization, so that a pleasant work atmosphere is created and work productivity can be motivated to work towards work accuracy. In addition to motivation, the work environment is also important for employees. The work environment is a setting in which employees engage in daily activities. An effective work environment cultivates a sense of security and empowers people to excel; it can impact employee emotions, especially if they value their workplace ambiance. The employee feels at ease at his workplace, hence optimising work time utilisation. The work environment encompasses the relationships among employees, as well as those between subordinates and superiors, with the overall workplace setting. To get high performance, it is essential to leverage the potential of human resources, thereby contributing positively to the company's development. Mangkunegara (2015:67) defines performance as the result of work, assessed in terms of quality and quantity, achieved by an employee while fulfilling their designated responsibilities.

PT Sumber Data Indonesia was established in 2011 and is 100% (one hundred percent) privately owned. We provide various telecommunications

services for the telecommunications industry, government, companies, financial services, hospitality, educational institutions, retail, transportation, public sector, military, police, defense, manufacturing, and many others. SDI is operated by experienced professionals with complete ISP, Jartaplok, and Jartaptup licenses. PT Sumber Data Indonesia believes that cost efficiency, flexibility, service quality, and time are the needs of our customers, therefore we do our best to ensure these values are obtained by our customers and partners. Our goal is to provide complete resources to meet customer needs, the availability of SDI resources will help customers to get the best solution.

Based on data related to employee performance of PT Sumber Data Indonesia, competency assessment is still not optimal. This can be seen from the data above on the achievement of quality and quantity, for the achievement of quality in 2020, the figure showed 52%, only 27 people were able to achieve the target and 25 people did not achieve the target, and in 2021 the figure showed 44%, only 23 people achieved the target and 29 people did not achieve the target, in 2022 the figure showed 40%, only 21 people achieved the target and 31 people did not achieve the target. Meanwhile, the quantity achievement in 2020 showed a figure of 49%, only 25 people were able to achieve the target and 27 people did not achieve the target, in 2021 it showed a figure of 47%, only 24 people achieved the target and 28 people did not achieve the target, in 2022 it showed a figure of 40%, only 17 people achieved the target and 23 people did not achieve the target which resulted in the work achievement results not being in accordance with the adjusted target so that the results were not good.

Therefore, the researcher intends to conduct this research because understanding the elements that affect employee performance at PT Sumber Data Indonesia is essential. The researcher seeks to determine the extent to which the independent variables affect the dependent variable.

LITERATURE REVIEW

A literature review on employee performance highlights the significance of motivation, work environment, and competency assessment in shaping organizational success. According to Herzberg's Two-Factor Theory, intrinsic motivation – such as recognition, career growth, and meaningful work – plays a crucial role in enhancing employee performance, while extrinsic factors like salary and job security serve as hygiene factors that prevent dissatisfaction (Herzberg, 1959). The Job Demands-Resources (JD-R) Model further emphasizes that a supportive work environment, characterized by strong leadership, positive workplace relationships, and adequate resources, can mitigate job stress and enhance productivity (Bakker & Demerouti, 2007). Additionally, competency-based human resource management underscores that structured training and development programs are essential for improving employee skills, aligning with McClelland's Competency Theory, which suggests that job performance is largely influenced by a combination of knowledge, skills, and abilities (McClelland, 1973). Empirical studies suggest that competency gaps, if left unaddressed, lead to decreased efficiency and unmet performance targets (Noe et al., 2017). In the context of PT Sumber Data Indonesia, understanding these theoretical perspectives can provide insights into addressing performance

deficiencies through targeted motivation strategies, workplace enhancements, and competency development programs.

METHODOLOGY

Sugiyono (2019:13) describes a research location as a scientific target for data acquisition with a specific objective and purpose about an objective subject. This research was conducted at PT. Sumber Data Indonesia, situated in Jl. Finance I No.31, RT.5/RW.5, Cilandak Bar., Kec. Cilandak, South Jakarta City, Special Capital Region of Jakarta 12430.

RESEARCH RESULT

Linear Regression Assessment

Model	Factor	Unstandardized		Standardized Factor Beta	t	Sig.
		B	Std. Deviation			
1	(Perpetual)	6.802	2.868		2.371	.020
	Encouragement (X1)	.442	.075	.490	5.898	.000
	Workplace Environment (X2)	.393	.084	.388	4.669	.000

Source: Primary Data Processed with SPSS Version 24

The table yields the regression equation $Y = 6.802 + 0.442X1 + 0.393X2$. From this equation, the subsequent conclusions can be derived:

- A. The fixed value of 6.802 indicates that employee performance (Y) would be 6.802 points without the influence of the incentive variable (X1) and the work environment variable (X2).
- B. The motivation coefficient (X1) of 0.442 signifies that, when accounting for the work environment variable (X2), a one-unit rise in motivation (X1) leads to a 0.442-point enhancement in employee performance (Y).
- C. The coefficient for the work environment (X2) of 0.393 indicates that, assuming the constant is unchanged and the motivation variable (X1) is held constant, a one-unit increase in the work environment variable (X2) leads to a change of 0.393 points in employee performance (Y).

Correlation Coefficient Analysis (r)

Table 2. Results of the Partial Correlation Coefficient Analysis for Encouragement (X1) on Performance of Staff (Y)
Correlationsb

		Performa Staff Encouragement (X1)	(Y)
Encouragement (X1)	Pearson Association	1	.701*
	Sig. (2-tailed)		.000
Staff Performance (Y)	Pearson Association	.701**	1
	Sig. (2-tailed)	.000	

** . Correlation is significant at the 0.01 level (2-tailed).

a. Listwise N=86

Source: Processed data, 2023

The test findings indicate a correlation value of 0.701, situated within the range of 0.600 to 0.799, signifying a robust association between the two variables.

Table 3. Outcomes of the Partial Correlation Coefficient Analysis of Work Environment (X2) on Performance of Staff (Y)
Correlationsb

		Lingkungan Kerja (X2)	Performa Staff (Y)
Employment Environment (X2)	Pearson Association	1	.655**
	Sig. (2-tailed)		.000
Staff Performance (Y)	Pearson Association	.655**	1
	Sig. (2-tailed)	.000	

Source: Processed data, 2023

The test results reveal a correlation coefficient of 0.655, falling within the range of 0.600-0.799, indicating a robust link between the two variables.

Table 4. Outcomes of the Concurrent Correlation Coefficient Examination of The correlation between Aspiration (X1), the work setting (X2), and Performance of Staff (Y)

Standard Overview				
Model	R	R Square	Adjusted R Square	Std. Deviation of the Evaluate
1	.773 ^a	.598	.588	2.417

a. Predictors: (Constant), Lingkungan Kerja (X2), Motivasi (X1)

Source: Processed data, 2023

The test findings indicate a correlation coefficient of 0.773, which lies within the range of 0.600 to 0.799, signifying a robust association among motivation, work environment, and employee performance.

Examination of the Coefficient of Determination

The examination of the coefficient of determination seeks to evaluate the influence of independent factors on the dependent variable, taking into account both their individual and collective impacts. This study utilised employee motivation (X1) and work environment (X2) as independent factors, with employee performance (Y) as the dependent variable. The results from the coefficient of determination analysis performed with SPSS version 26 software are as follows:

Table 5. Outcomes of the Partial Resolution Coefficient Test for Motivation (X1) on Employee Performance (Y)

Standard Overview				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.701 ^a	.492	.486	2.699

a. Predictors: (Constant), Motivation (X1)

Source: Processed data, 2023

The factor of determination derived from the test results in the aforementioned table is 0.492, indicating that the motivation variable accounts for 49.2% of the variance in employee performance, while the remaining 50.8% is ascribed to other factors. 4. Partial Analysis (t-Test). Outcomes of the Partial Determination Coefficient Test for Work Environment (X2) on Employee Performance (Y).

Table 6. Coefficient of Determination Test Result

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.655 ^a	.429	.422	2.862

Source: Processed data, 2023

The coefficient of determination from the test findings is 0.429, signifying that the work environment variable accounts for 42.9% of employee performance, with the remaining 57.1% attributed to other unassessed factors. t-test for the Effect of Price (X1) on Consumer Satisfaction (Y).

Table 7. Outcomes of Concurrent Assessment of the Factors of Motivation (X1) and Work Setting on Performance of Staff (Y)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.773 ^a	.598	.588	2.417

a. Predictors: (Constant), Lingkungan Kerja (X2), Motivasi (X1)

Source: Processed data, 2023

The factor of determination shown in the test results in the table above is 0.598. Consequently, it may be inferred that motivation and work environment factors constitute 59.8% of the variance in employee performance, whilst the remaining 40.2% is ascribed to unassessed factors.

DISCUSSION

The Influence of Motivation (X1) on Employee Performance (Y)

The analysis produced a regression equation of $Y = 14.255 + 0.633X_1$, accompanied by a correlation coefficient of 0.701, signifying a robust link between the two variables. The coefficient of determination was 0.492, indicating that 49.2% of the variance in employee performance is attributable to motivation, and the remaining 50.8% is affected by other factors. The hypothesis test indicated that the computed t-value surpasses the t-table value ($9.019 > 1.989$). Consequently, the null hypothesis H_0 is dismissed, and the alternative hypothesis H_1 is affirmed, signifying a substantial impact of motivation on employee performance.

This study's results corroborate the findings of Ciona Orocomna and Tinneke M. Tumbel in their 2018 research, "The Influence of Work Motivation on Employee Performance at PT. TASPEN (Persero) Manado Branch," wherein Sandra Ingrid Asaloei determined that work motivation positively impacts employee performance. The results align with those of Irfan Rizki Akbar, Desi Prasetyani, and Nariah (2020) in their research "The Effect of Motivation on Employee Performance at PT. Unggul Abadi, Jakarta," which indicated that reward provision strongly influences employee performance. Their hypothesis testing yielded a calculated t-value of 11.854, surpassing the critical t-value of 1.984, and explained 59.9% of the variance.

The Influence of the Work Environment (X2) on Employee Performance (Y)

The regression equation obtained from the test data is $Y = 13.379 + 0.664X_2$, with a correlation coefficient of 0.655, signifying a robust link between the two variables. The coefficient of determination is 0.429, indicating that 42.9% of the variance in employee productivity is attributable to the work environment, and the remaining 57.1% is affected by other factors. The hypothesis test indicated that the computed t-test value exceeded the t-table value ($7.944 > 1.989$). As a result, H_0 is dismissed, and H_2 is affirmed, substantiating a major influence of the work environment on employee productivity.

The results corroborate the study by Hervin Tri Munardi, Tjipto Juhartono, and Nur Sodiq (2021) entitled "The Impact of Work Environment on Employee Productivity in PT National Finance," which determined that the work environment has a positive and significant effect on employee productivity within the organisation. The findings correspond with the research conducted by Evan Octovan Damian Galib and Fetti Poerwit Sari (2020), entitled "The Impact of Work Environment on Employee Productivity in West Java Marine and Fishery Service," which indicated that the work environment influences employee productivity by 24% and substantially improves performance in this domain.

The Influence of Motivation (X1) and Work Environment (X2) on Employee Performance (Y)

The study's results indicate that both motivation (X1) and work environment (X2) significantly influence employee performance, as evidenced by the regression equation $Y = 6.802 + 0.442X1 + 0.393X2$. A correlation coefficient of 0.773 indicates a robust association between the independent and dependent variables. The coefficient of determination indicates that 59.8% of the variation in employee performance is attributable to these factors, and the remaining 40.2% is affected by other variables. The hypothesis test revealed a computed F value that surpasses the critical F value ($61.644 > 2.710$). Consequently, H0 is rejected, and H3 is approved, signifying a substantial interactive influence of motivation and work environment on employee performance.

The results align with the study by Rahmi Andini Syamsuddin, Angga Pratama, and Jublina Oktora (2022) entitled "The Influence of Motivation and Work Environment on Employee Performance at PT Indomarco Prismatama Branch Patrung," which demonstrated that the synergistic effects of motivation (X1) and work environment (X2) exert a positive and significant impact on employee performance (Y) at PT Indomarco Prismatama Parung Branch. Furthermore, the findings correspond with the research conducted by Joni Heruwanto, Dede Septian, and Ergo Nurpatricia Kurniawan (2018) entitled "The Influence of Motivation and Work Environment on Employee Performance at PT. Putra Taro Paloma Bogor," which demonstrated that work motivation substantially affects performance at PT. Taro Paloma.

CONCLUSIONS AND RECOMMENDATIONS

This study's results and the analysis of the impact of motivation and the work environment on employee performance yield the following conclusions:

- A. Aspiration significantly influences employee performance, as evidenced by the regression equation $Y = 14.255 + 0.633X1$. A correlation coefficient of 0.701 indicates a robust association between the two variables. The coefficient of determination is 49.2%, and the t-statistic from the hypothesis test exceeds the threshold value ($9.019 > 1.989$). Thus, H0 is rejected, and H1 is accepted, affirming the substantial impact of incentives on employee performance.
- B. The work environment significantly influences employee productivity, as demonstrated by the regression equation $Y = 13.379 + 0.664X2$. A correlation coefficient of 0.655 indicates a robust association between these variables. The coefficient of determination is 42.9%, and the t-statistic from the hypothesis test exceeds the crucial value ($7.944 > 1.989$). Consequently, H0 is rejected, whereas H2 is approved, indicating a considerable impact of the work environment on employee performance.
- C. The synergistic impact of motivation and the work environment markedly affects employee performance, as demonstrated by the regression equation $Y = 6.802 + 0.442X1 + 0.393X2$. A correlation coefficient of 0.773 signifies a robust association between the independent and dependent variables. The coefficient of determination is 59.8%, indicating that 40.2% of the variation is attributable to external factors. The computed F value from the hypothesis test surpasses the crucial F value ($61.644 > 2.710$). Consequently, H0 is

rejected, and H3 is approved, signifying that motivation and the work environment exert a substantial synergistic influence on employee performance.

ADVANCED RESEARCH

Future research should delve into the nuanced mechanisms through which motivation and the work environment interact to shape employee performance, integrating psychological and behavioral frameworks such as Self-Determination Theory (SDT) and Job Demands-Resources (JD-R) Model. A longitudinal study examining how intrinsic and extrinsic motivation evolve over time in different work environments could provide deeper insights into sustained employee productivity. Moreover, incorporating artificial intelligence (AI) and big data analytics into human resource management systems can help organizations personalize incentive structures and optimize workplace conditions based on real-time employee performance metrics. Future research should also explore cross-industry comparisons to identify sector-specific variations in motivation and work environment dynamics, helping organizations tailor their HR strategies effectively. Additionally, investigating the role of organizational culture, leadership style, and digital workplace transformations can provide a more comprehensive understanding of the external factors influencing employee performance beyond the studied variables.

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